

LTS Terms and Conditions 2023-2024

Enrolment in learn to swim program is subject to availability.

All participants must abide by the terms and conditions of the program.

Management reserves the right to refuse entry, suspend or cancel an enrolment without refund, or request any person to leave the premises if that person does not behave in a responsible manner, uses abusive language, is under the influence of drugs and/or alcohol or does not adhere to the general conditions of entry.

Please note that Wangaratta Sports & Aquatic Centre is a public venue and may be used for other events throughout the year. During these periods there may be disruptions to the availability of the centre. Every effort will be made to adhere to the timetable, and to keep parents or guardians informed of potential disruptions or cancellations during the program terms, however, the management reserves the right to change and alter classes as necessary.

Payment of fees

Learn to Swim membership - (30 min) - fortnightly debit: \$27.30

Squad Learn to Swim lessons (45 min) - fortnightly debit: \$41

Learn to Swim Class (per class - invoiced or funded payment): \$17.75

Learn to Swim - private lesson - one child - 30 mins: \$54

Learn to Swim - private lesson - two children - 30 mins (price per child): \$27

Payments must be made via automatic direct debit payment via credit card or bank account.

We accept Visa and MasterCard. We accept debits from a Bank, Building Society or Credit Union Account.

It is the responsibility of the students parent/guardian to have sufficient funds available in their nominated account or credit card.

Direct debits occur fortnightly on a Wednesday.

On public holidays, direct debit payments will be processed the following day.

Outstanding fees

Will result in your child being denied entry to their lesson until payment has been made.

Change of details

Any changes in address, email address, phone numbers and payment details must be notified at reception or can be made via your customer portal. Any changes made on your portal will automatically update our records. Keeping your contact details up to date allows us to keep you up to date with your child's swimming.

Wristbands

Wristbands are to be collected from reception and used each lesson to gain entry

If a parent or student misplaces their wristband they should notify the centre as soon as possible.

Supervision

Parents or guardians are not permitted to leave children under the age of 16 unaccompanied at any time while they are in the pool area, including during a Learn to Swim class. Our Centre has a no phone policy, please refrain from using your phone whilst supervising your children.

Guardians must be over the age of 18.

Cancellations

If you wish to cancel a student's enrolment, you must give **2 week's written notice**.

Please fill in cancellation form or send email to learntoswim@wangeratta.vic.gov.au

All enrolments are ongoing and the direct debit payments will continue until written notice of cancellation is submitted by a parent/guardian. Cancellations will not be processed until any outstanding amounts owing are paid in full. We cannot accept verbal notice of changes to or cancellation of direct debit details. All changes must be submitted in writing. No refunds will be given. Where there are **three** consecutive direct debit dishonours and non-attendance, your child's enrolment in the program will be cancelled. Any outstanding debts will need to be paid prior to any re-enrolment or entry into the facility.

Suspensions Enrolments

Enrolments can be suspended for a maximum of 2 weeks at a time. A notice period of at least **one week applies**. If your child will be absent from the program for an extended period without a medical certificate, the enrolment will be cancelled.

Re-enrolment in the program will be required if they wish to return to lessons.

Re-enrolment will be subject to availability.

Missed Lessons

To minimize disruption, Wangaratta Sports & Aquatic Centre will not provide credit or offer make-up lessons for any lesson missed as of **31st Dec 2023**

Credits or refunds will not be granted for missed lessons.

Lesson Transfers

All students enrolled in Wangaratta Sports & Aquatic Centre's Learn to Swim Program acknowledge that classes are non-transferable to other students.

Any attempt to transfer to another person without the knowledge of Wangaratta Sports & Aquatic Centre may result in the termination of enrolment, without refund and students may not be permitted to attend any other program.

Aquatic Educator Instructors

Are subject to change.

For any feedback please contact Tarryn Smith Learn to Swim Team Leader on 0487142987, email learntoswim@wangeratta.vic.gov.au or leave a signed feedback form in the box at reception counter.

Hygiene

Clean and suitable swimming attire is required for entry to the pool. Students and parents or guardians are required to shower prior to entering the pool. Swim nappies are compulsory for all children not toilet trained. Disposable or cloth nappies are not permitted.

Sickness

Please respect our precautionary health rules and refrain from lessons if your child is suffering from the following:

- Flu, fever, head cold, infected runny nose, sore throat
- Cold sores and open wounds.
- Vomiting, diarrhoea, symptoms of gastroenteritis
- Ringworm or head lice
- Any contagious disease

Photography

From time to time we may wish to take photos of children during lessons for promotional purposes. Prior to any photography occurring, your authorisation will be sort. Please advise staff if you do not wish for your child to be photographed.

If you wish to take photos of your child's class, please seek permission of the Learn to Swim Instructor and other participants before doing so.